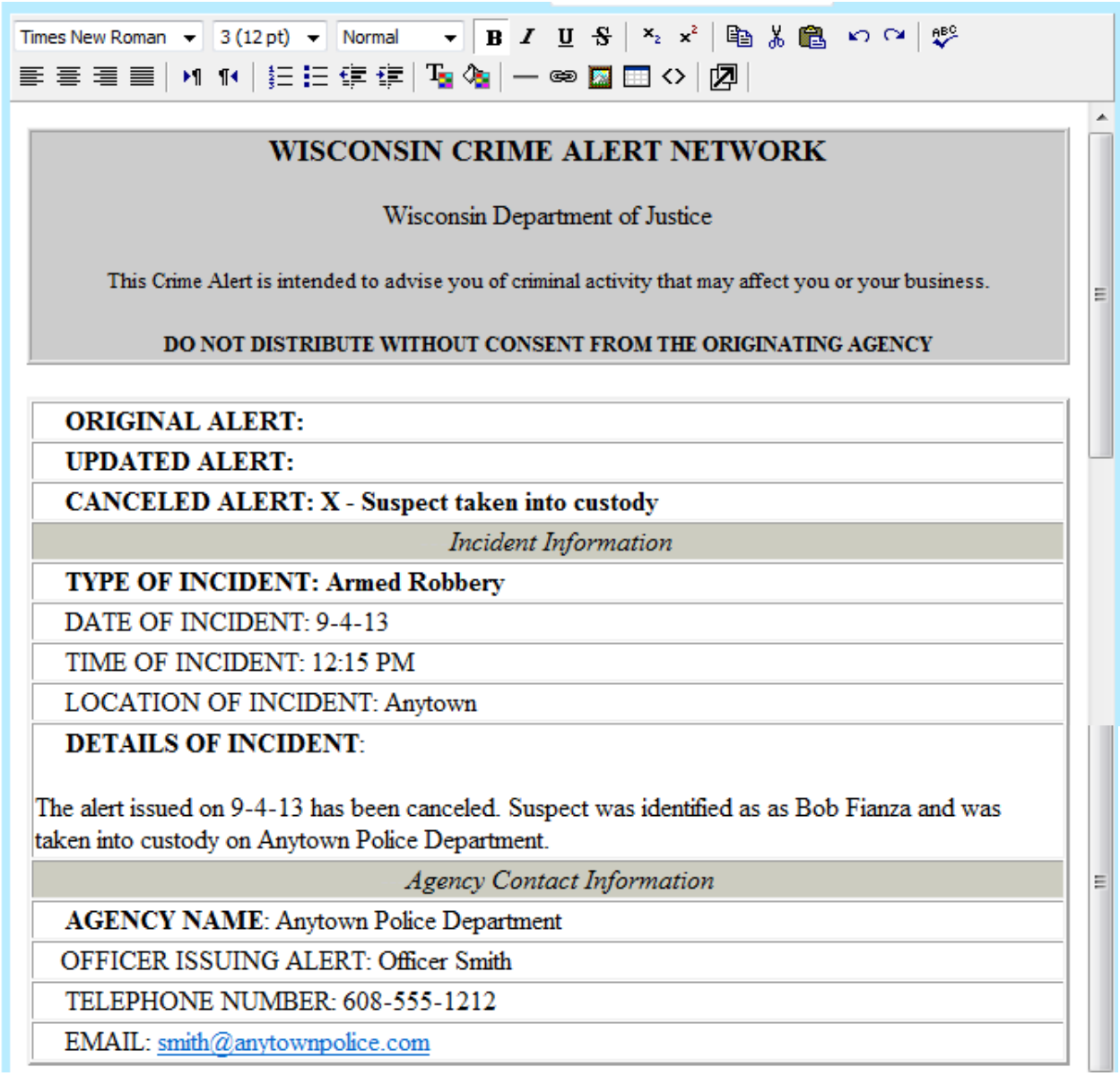
How to Update or Cancel a WCAN Alert

Option 1 -

Send out a new abbreviated alert with just the minimal amount of information from the first alert along with the updated information or the reason for the cancelation. Make certain to send it to the same geographic area and groups as the original alert**.** If you do not recall this information, check your "Alert Tracker" to find out the geographic area and groups that the original alert was sent to.



WISCONSIN CRIME ALERT NETWORK

Wisconsin Department of Justice

This Crime Alert is intended to advise you of criminal activity that may affect you or your business.

DO NOT DISTRIBUTE WITHOUT CONSENT FROM THE ORIGINATING AGENCY

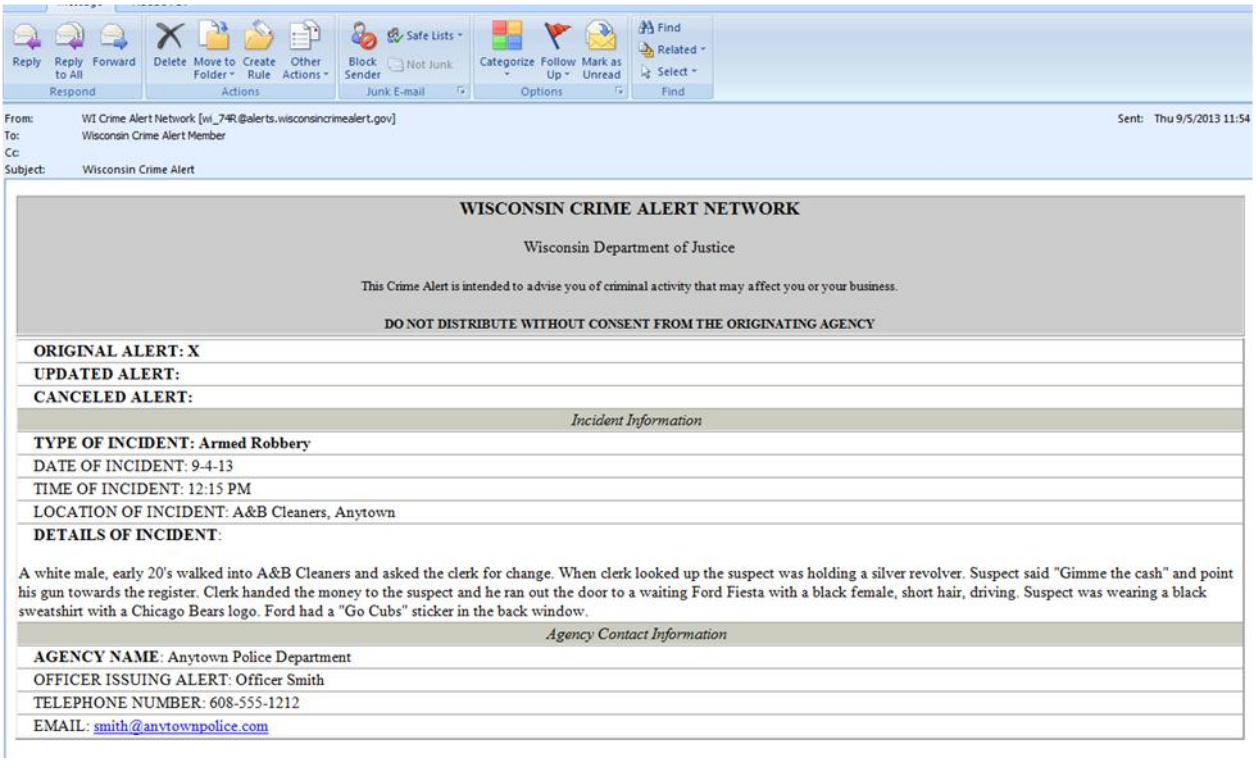
ORIGINAL ALERT:
UPDATED ALERT:
CANCELED ALERT: X - Suspect taken into custody
Incident Information
TYPE OF INCIDENT: Armed Robbery
DATE OF INCIDENT: 9-4-13
TIME OF INCIDENT: 12:15 PM
LOCATION OF INCIDENT: Anytown
DETAILS OF INCIDENT: The alert issued on 9-4-13 has been canceled. Suspect was identified as as Bob Fianza and was taken into custody on Anytown Police Department.
Agency Contact Information
AGENCY NAME: Anytown Police Department
OFFICER ISSUING ALERT: Officer Smith
TELEPHONE NUMBER: 608-555-1212
EMAIL: smith@anytownpolice.com

How to Update or Cancel a WCAN Alert

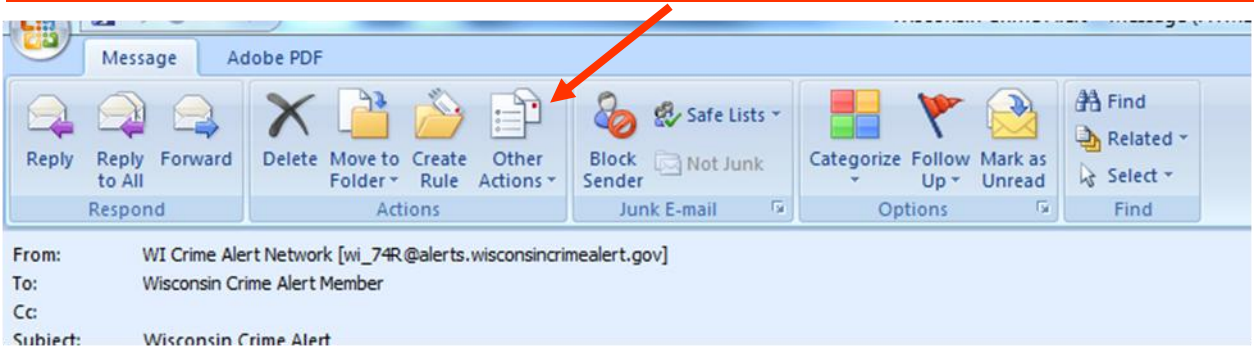
Option 2 -

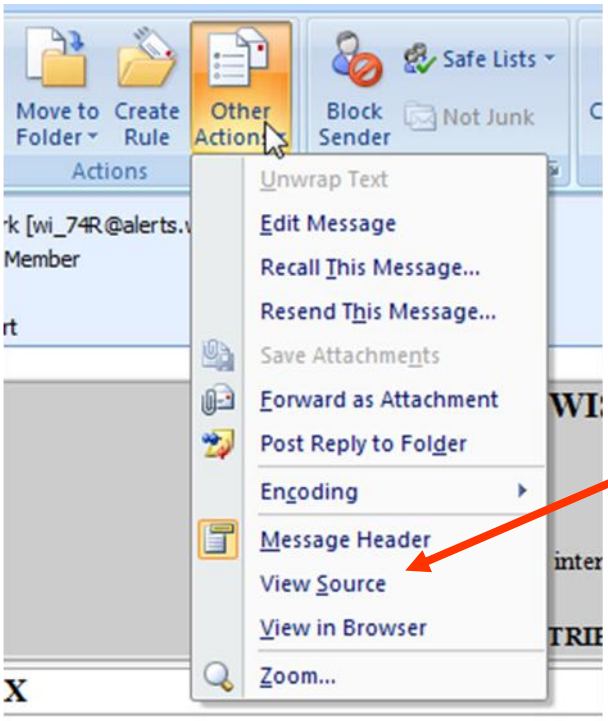
Copy your original alert from your email and paste it in the send alert form. Then make the appropriate updates. Make certain to send it to the same geographic area and groups as the original alert. If you do not recall this information, check your "Alert Tracker" to find out the geographic area and groups that the original alert was sent to.

Open up a copy of the original email alert that you received.



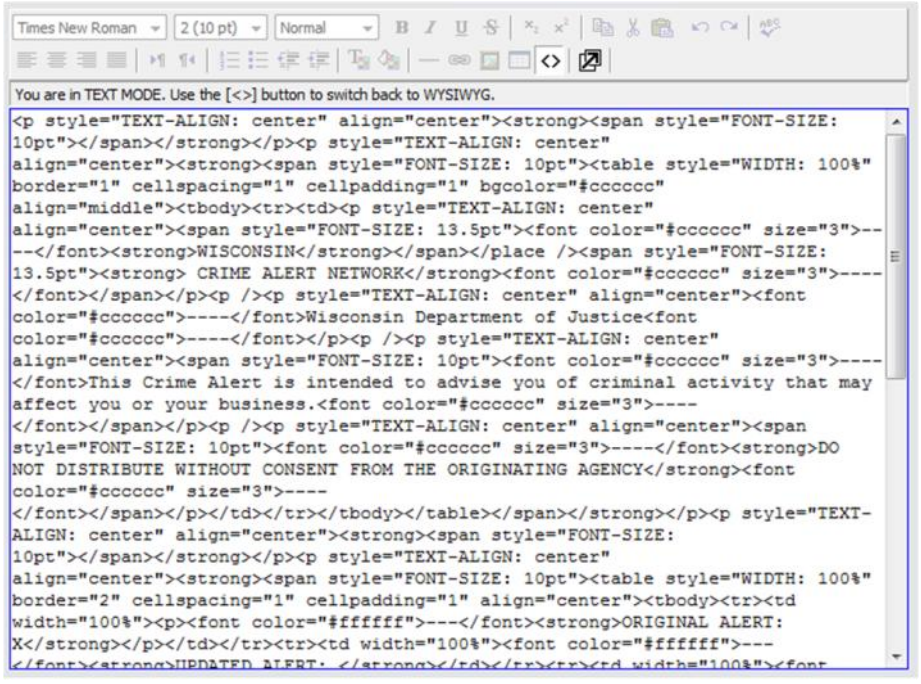
Locate the "Other Actions" tab in the tool bar. Some versions of Outlook do not have this. If you do not have this just look for a "View Source" tab.





Locate the "View Source" tab and click on it. You may have to look around for it.

- You will now see the HTML code. Put your curser anywhere on the code and click once on it with your mouse.
- Next press "Control+A" to select everything.
- Next press "Control+C" to copy everything.

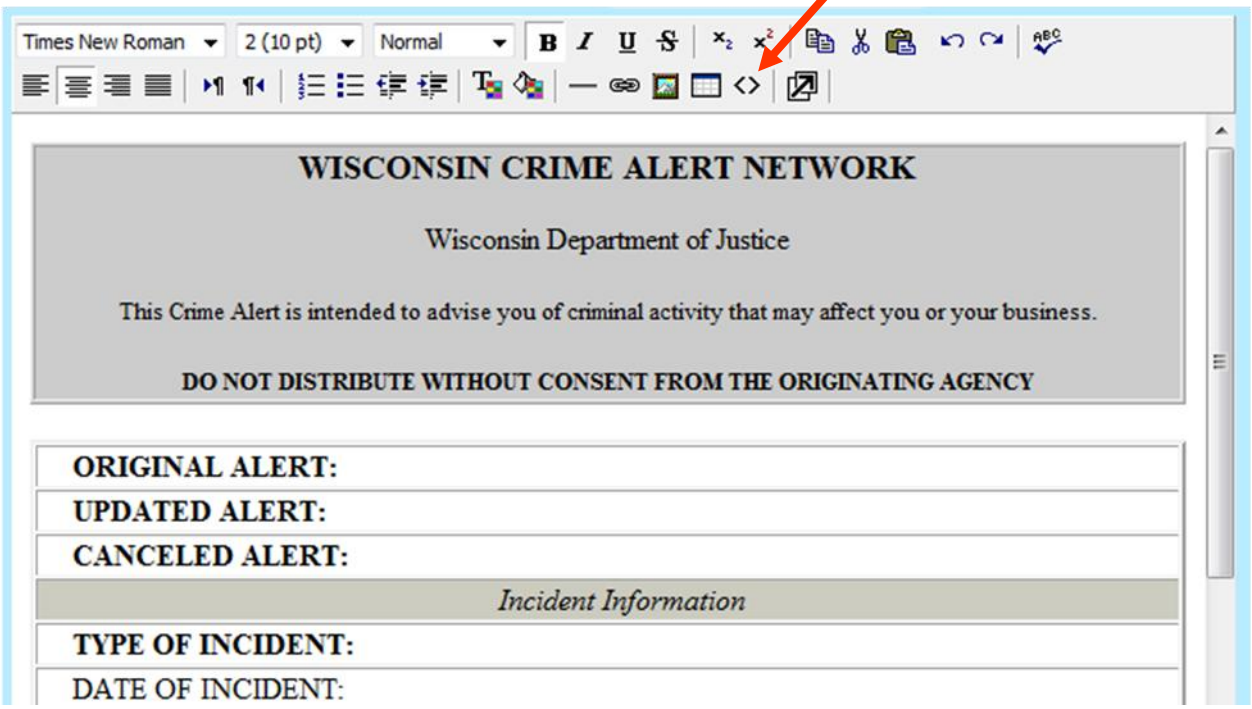



```
<p style="TEXT-ALIGN: center" align="center"><strong><span style="FONT-SIZE:
10pt"></span></strong></p><p style="TEXT-ALIGN: center"
align="center"><strong><span style="FONT-SIZE: 10pt"><table style="WIDTH: 100%"
border="1" cellspacing="1" cellpadding="1" bgcolor="#cccccc"
align="middle"><tbody><tr><td><p style="TEXT-ALIGN: center"
align="center"><span style="FONT-SIZE: 13.5pt"><font color="#cccccc" size="3">--
--</font><strong>WISCONSIN</strong></span></place /><span style="FONT-SIZE:
13.5pt"><strong> CRIME ALERT NETWORK</strong><font color="#cccccc" size="3">----
</font></span></p><p /><p style="TEXT-ALIGN: center" align="center"><font
color="#cccccc">----</font>Wisconsin Department of Justice<font
color="#cccccc">----</font></p><p /><p style="TEXT-ALIGN: center"
align="center"><span style="FONT-SIZE: 10pt"><font color="#cccccc" size="3">----
</font>This Crime Alert is intended to advise you of criminal activity that may
affect you or your business.<font color="#cccccc" size="3">----
</font></span></p><p /><p style="TEXT-ALIGN: center" align="center"><span
style="FONT-SIZE: 10pt"><font color="#cccccc" size="3">----</font><strong>DO
NOT DISTRIBUTE WITHOUT CONSENT FROM THE ORIGINATING AGENCY</strong><font
color="#cccccc" size="3">----
</font></span></p></td></tr></tbody></table></span></strong></p><p style="TEXT-
ALIGN: center" align="center"><strong><span style="FONT-SIZE:
10pt"></span></strong></p><p style="TEXT-ALIGN: center"
align="center"><strong><span style="FONT-SIZE: 10pt"><table style="WIDTH: 100%"
border="2" cellspacing="1" cellpadding="1" align="center"><tbody><tr><td
width="100%"><p><font color="#ffffff">---</font><strong>ORIGINAL ALERT:
X</strong></p></td></tr><tr><td width="100%"><font color="#ffffff">---
</font><strong>UPDATED ALERT: </strong></td></tr><tr><td width="100%"><font
```

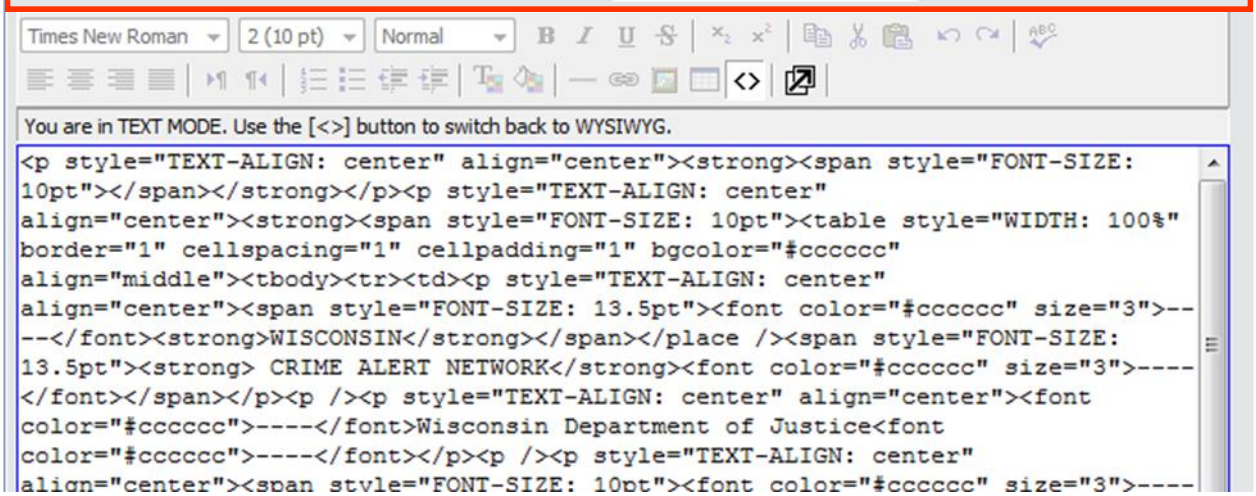
Log in to your Crime Alert account and select a “Quick Alert” form.

Select the Geographic Area and Groups, using the same as your original alert. See “Alert Tracker” if you do not recall. Also, upload and highlight any photos.

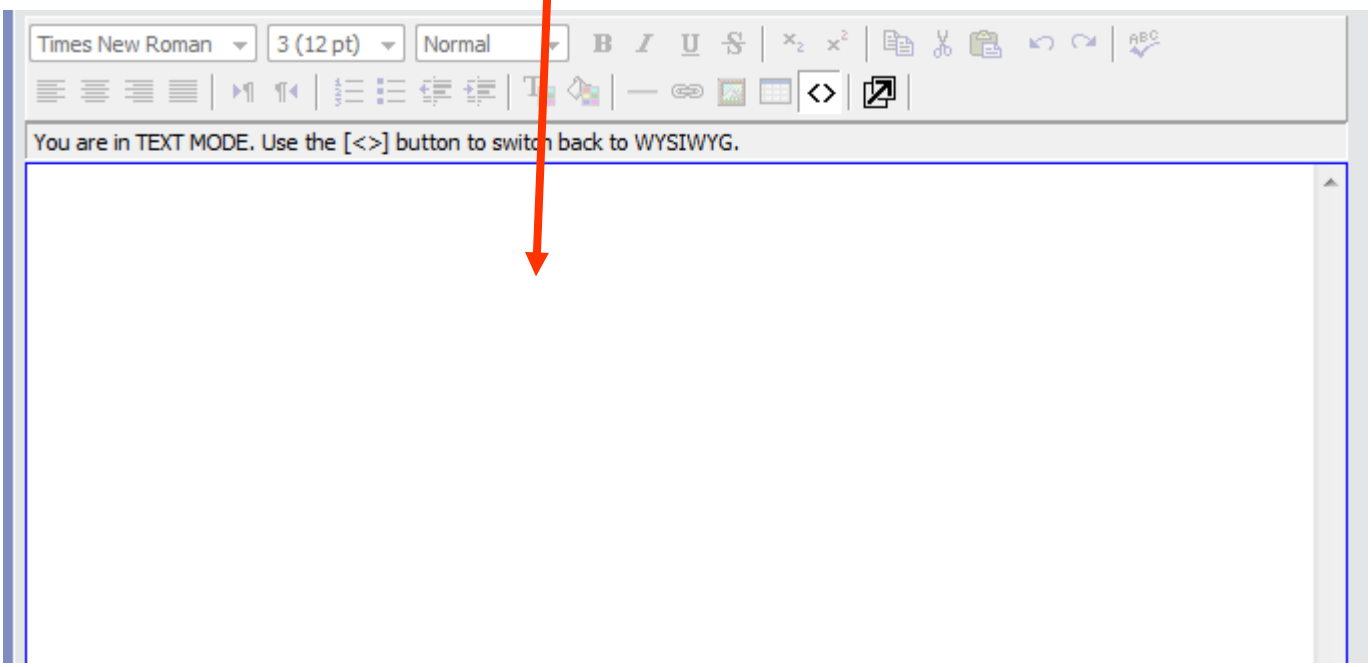
Click on the “Toggle Switch” < > which will bring up the HTML code.



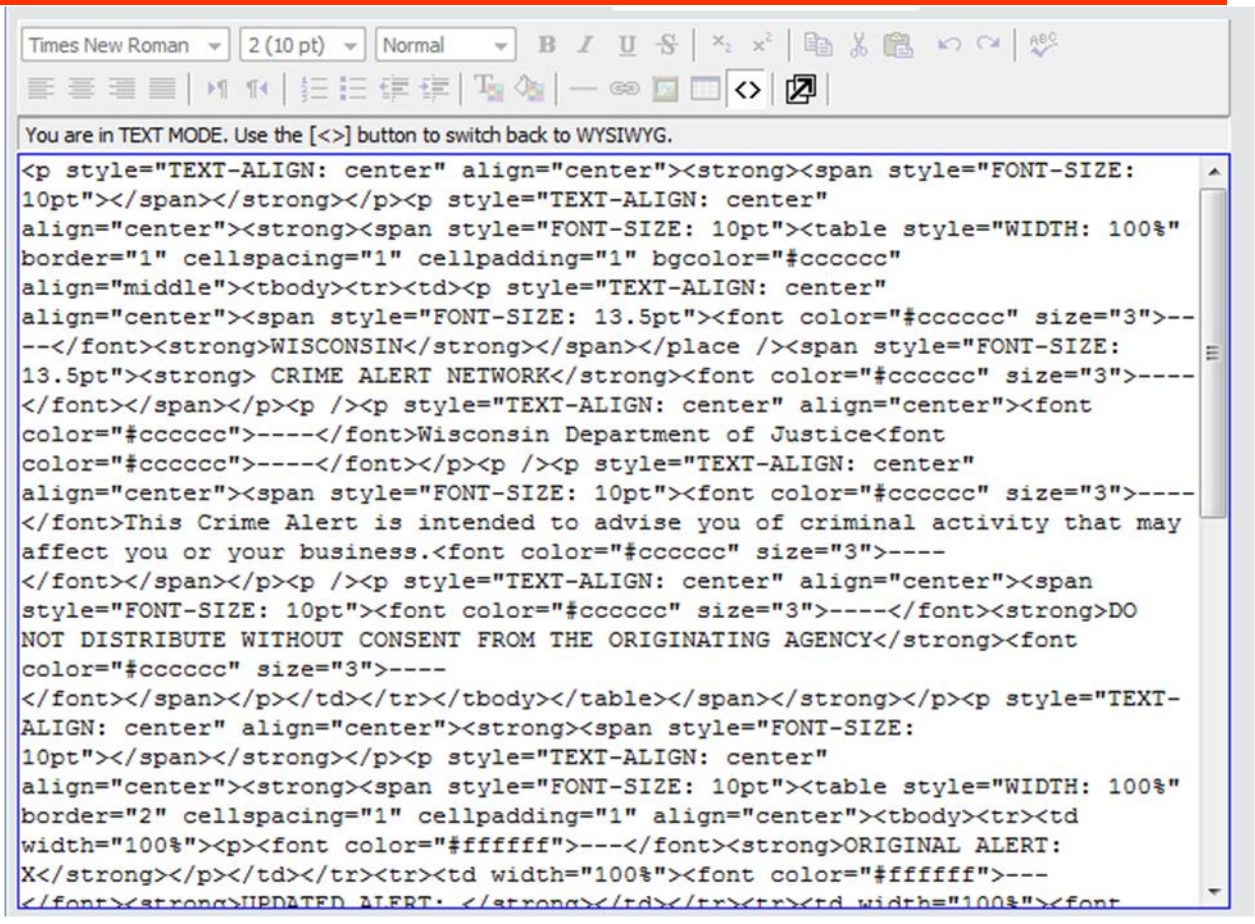
Click anywhere on the HTML code and then press “Control+A” to select it and then press “Delete.”



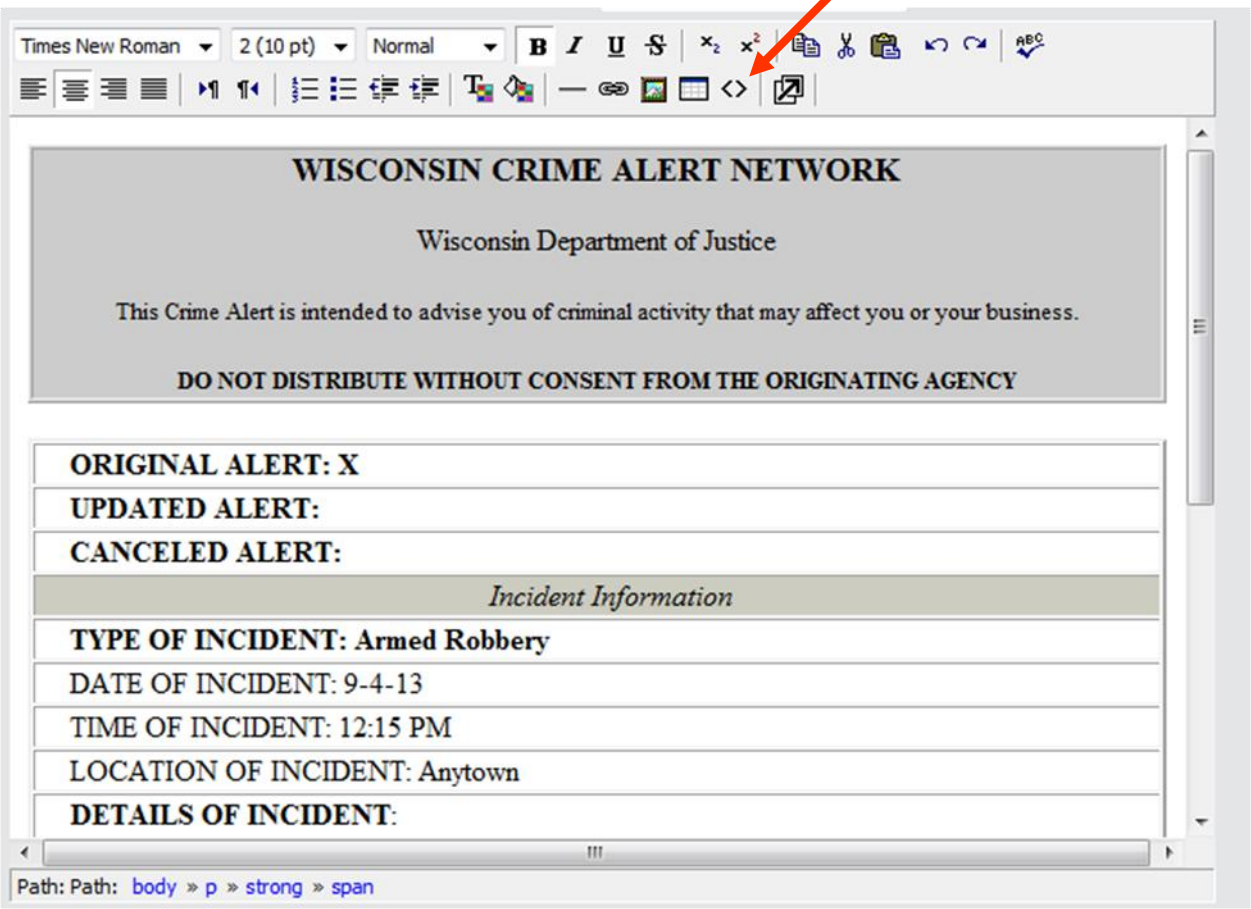
Click anywhere on the blank alert and then press “Control+V”
to paste in the HTML code



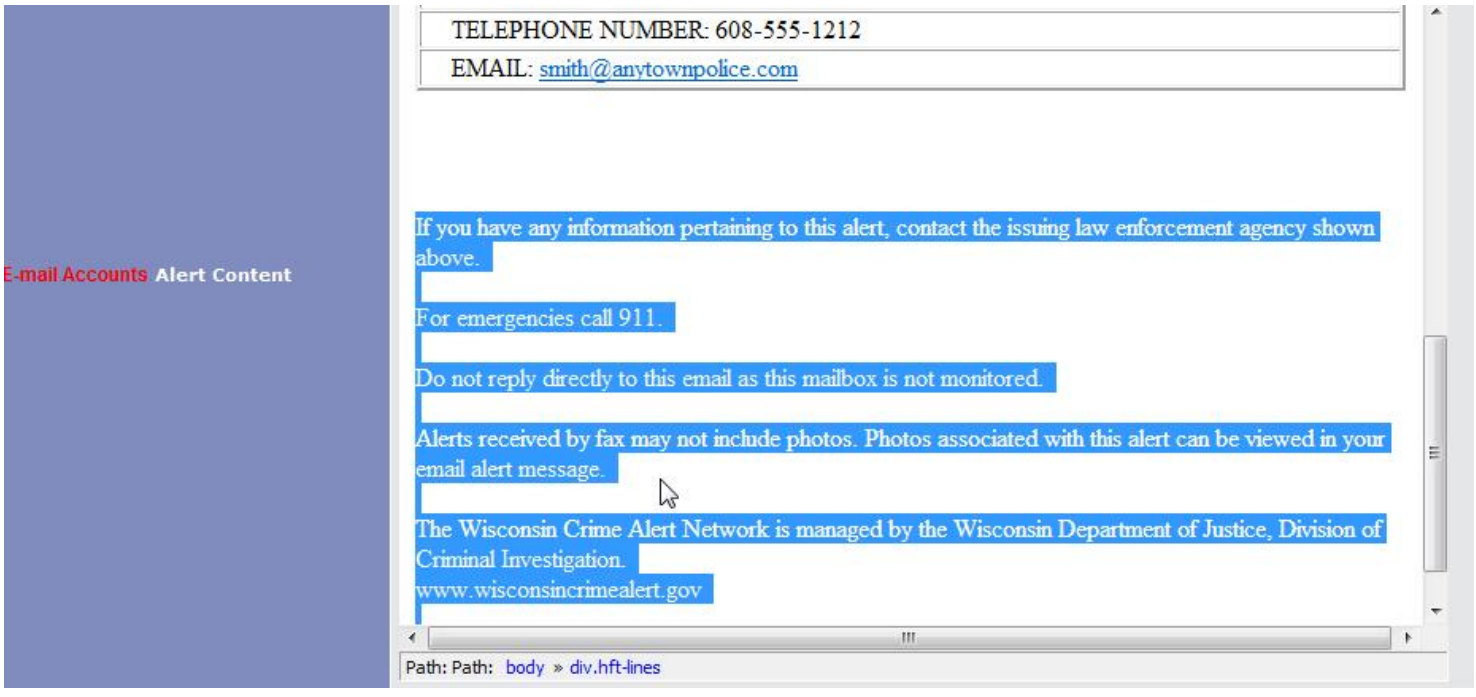
The code should now appear. If it does not, go back to the email
that you copied the code from and copy the code again.



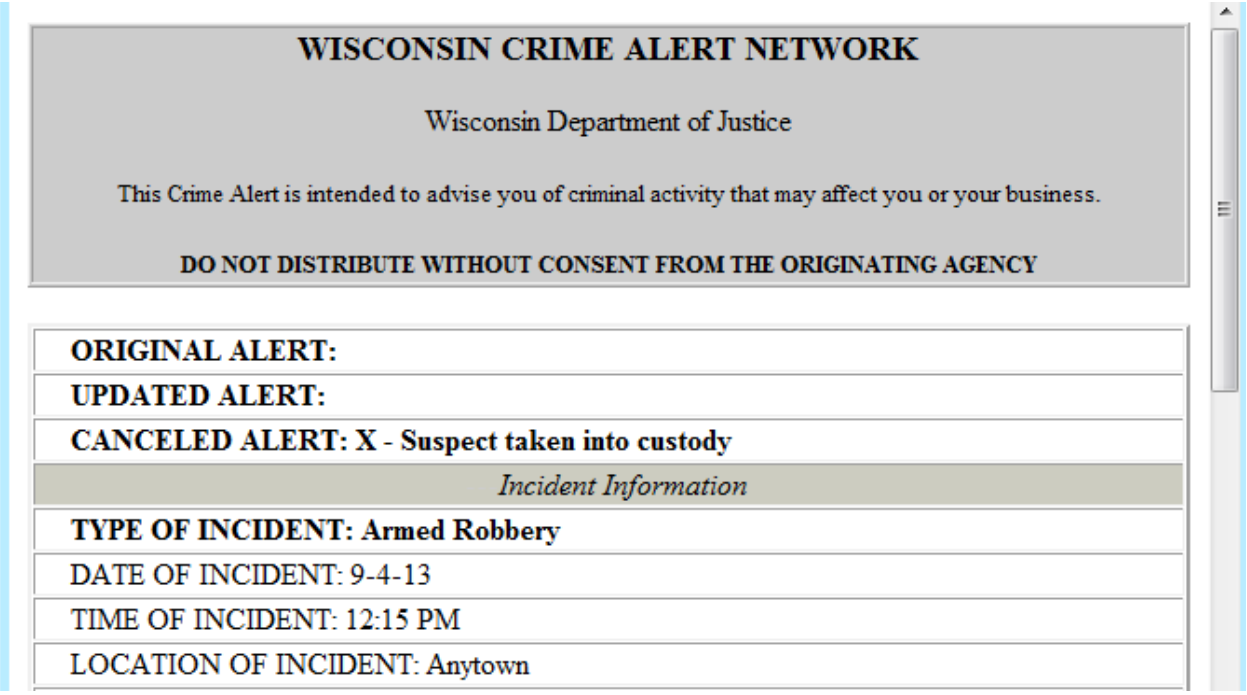
Click on the “Toggle Switch” < > again which will bring up your original alert.



Highlight the “Taglines” at the bottom of the alert below the email line. Just use your mouse to highlight all of that text. Then press “Delete” to remove that text. This text will get added back to the alert when it goes out.



Now make the updates.
In the details section you may want to put the updated info in **bold** so readers know what is the new. Make certain to send it to the same geographic area and groups as the original alert.



WISCONSIN CRIME ALERT NETWORK

Wisconsin Department of Justice

This Crime Alert is intended to advise you of criminal activity that may affect you or your business.

DO NOT DISTRIBUTE WITHOUT CONSENT FROM THE ORIGINATING AGENCY

ORIGINAL ALERT:
UPDATED ALERT:
CANCELED ALERT: X - Suspect taken into custody
Incident Information
TYPE OF INCIDENT: Armed Robbery
DATE OF INCIDENT: 9-4-13
TIME OF INCIDENT: 12:15 PM
LOCATION OF INCIDENT: Anytown

Make certain to check the entire alert to verify every appears correctly.

Verify that the following is correct:

- **Alert Category**
  - **Groups**
- **Photos are Highlighted (If sending photos)**

PRESS SEND